

PDR RID Report

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Document CSMS PDR - Day 3

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RID ID	PDR	180
Review	CSMS	
Originator Ref	GDAAC-MSS-2	
Priority	1	1

Section**Page****Figure Table**

Category Name Design-MSS

Actionee HAIS

Sub Category Trouble tickets

Subject Trouble ticket capabilities in Release A

Description of Problem or Suggestion:

Some lessons learned from problem reporting in V0:

- 1) The ability to merge and compare trouble tickets at multiple DAACs is important
- 2) DAACs need to be able to see the status of trouble tickets at other DAACs and SMC, in cases where they might be expected to see similar problems.
- 3) Trouble tickets need to be linked to Configuration Management, especially the Change Request Manager.
- 4) Drastic discontinuities in problem reporting structures from one release to the next endanger long-term statistics/trending and inter-release comparisons.

Originator's Recommendation

Address how the trouble ticketing facilities in Release A meet the above requirements.

GSFC Response by:

GSFC Response Date

HAIS Response by: Forman

HAIS Schedule 2/10/95

HAIS R. E. Forman

HAIS Response Date 2/10/95

Concur, trouble ticketing requirements will be developed for release A.

See response to RID #179

Status **Closed**

Date Closed **3/2/95**

Sponsor **Broder**

***** **Attachment if any** *****
